



Solution Definition

Avaya Aura® Solution for Midsize Enterprise Release 6.2

June 20, 2012

ABSTRACT

This document provides a high-level description of the key components and capabilities of **Avaya Aura® Solution for Midsize Enterprise** as well as interoperability with supported endpoints and customer use cases.

This document is for internal and partner use only and is targeted at Sales and Sales Support organizations. All pricing contained within, while accurate at the time of publication, should be considered as unofficial; associates and partners are directed to verify the accuracy of all prices cited.

NOTE: This Solution Definition is a Global version.

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1. AVAYA AURA SOLUTION FOR MIDSIZE ENTERPRISE 6.2	

The Avaya Aura® Solution for Midsize Enterprise (ME) 6.2 brings best-in-class UC capability to the midsize market with a low footprint, green-friendly, easy to manage solution based on virtualization technology.

Key attributes of the solution include:

- * Single server implementation of the key Avaya Aura® core applications
- * Utilization of Avaya Aura System Platform to enable virtualized multi-application solution
- * Lower TCO for “Rich-UC” compared to Cisco, ShoreTel, and Mitel
- * Environmentally friendly “green”, with up to 66,000 pounds of CO2 saved yearly and up to 51% less energy used than a Cisco solution
- * Single path installation, upgrade, and maintenance provided by Avaya Aura® System Platform.
- * Enables richer collaboration experience (Avaya Flare®) when compared to Cisco, Mitel, and ShoreTel.

ME6.2 will have a phased release: on June 20, the release will be available via Controlled Introduction; the target date for the GA release is July 9, 2012

2. SOLUTION DESCRIPTION

This section focuses on the key applications and customer use cases of Avaya Aura Solution for Midsize Enterprise:

- Component applications
 - Avaya Aura® Communication Manager and Communication Manager Messaging 6.2
 - Avaya Aura® Session Manager 6.2
 - Avaya Aura® System Manager 6.2
 - Avaya Aura® Presence Services 6.1
 - Avaya Aura® Application Enablement Services 6.1.2
 - Avaya Aura® Utility Services 6.2
 - Avaya Aura® System Platform 6.2
- Customer use cases
 - Standalone enterprise communication system for 250 - 2400 users
 - Trial environment for Avaya Flare® experience and desktop video
 - Medium call centers when used with Avaya Aura Contact Center (not available until Phase 2 General Availability)
 - Gradual migration of CS1000 customers to Avaya Aura
 - Upgrade from current Midsize Business Template 5.2.1
- Remote Access and Alarming
 - Secure Access Link (SAL)
- Servers
 - HP DL360G7
 - X5670 2.93GHz 6-core, 2 CPU
 - 48 GB RAM
 - 4x300 GB 10K HD, RAID 5, 2x750 PS

2.1. Component Applications

All component applications included with ME 6.2 are exactly the same applications which are deployed on separate servers. The features and functions of each are the same on the ME 6.2 server as they are deployed on separate servers. However, there are capacity differences which are detailed in a later section.

Communication Manager and Communication Manager Messaging 6.2 Session Manager 6.2

These applications provide the converged SIP/H.323 call control and administration for endpoints, gateways, and media resources for the enterprise. Session Manager provides the centralized infrastructure, scale to thousands of SIP endpoints for video, enterprise-wide routing and dial plan control.

System Manager 6.2

Avaya Aura System Manager is the centralized enterprise-wide management vehicle for administering SIP video users on Session Manager and Communication Manager (via a cut-through). In addition, System Manager, via a cut-through to Communication Manager when configured as an Evolution Server, can administer many video endpoints, gateways, bridging resources, and other entities.

Avaya Aura Presence Services 6.1

Avaya Aura Presence Services provides a scalable, high performance presence aggregation service that collects and disseminates rich presence from Avaya and third party sources. Using rich presence, users gain the ability to more effectively reach the people they need, leveraging the multiple channels of communications available to them.

Avaya Aura Application Enablement Services 6.1.2

Avaya Aura Application Enablement Services is a software solution that provides an enhanced set of telephony application programming interfaces (APIs), protocols, Web Services, and direct IP access to media, and supports standards such as Computer Supported Telecommunications Applications (CSTA), Java Telephony API (JTAPI) and Telephony Server API (TSAPI) that expose Avaya Aura™ Communication Manager features. This makes the full-functionality customization capabilities of Avaya communication solutions accessible to corporate application developers, third party independent software vendors (ISVs), authorized business partners, and systems integrators. All of these services are integrated into a single, secure, scalable, software application with management, redundancy and fail-over capabilities to support mission-critical business needs.

Avaya Aura Utility Services 6.2

The Utility Services component of ME 6.2 provides key tools and applications useful to support IP telephony in an enterprise and enables ME to be a one-box solution. The use of these components is optional and the customer may choose to use an alternate implementation or process to accomplish any or all of these functions.

- HTTP and HTTPS fileserver for IP phones
- Dynamic Host Configuration Protocol (DHCP) server
- MyPhone (self-administration tool for IP phone users)
- Call Detail Recording (CDR) collection tools
- Scheduling and control of H.323 IP phone firmware upgrades
- Control of IP phone settings via Graphical User Interface (GUI) settings editor
- Enterprise System Directory (ESD)

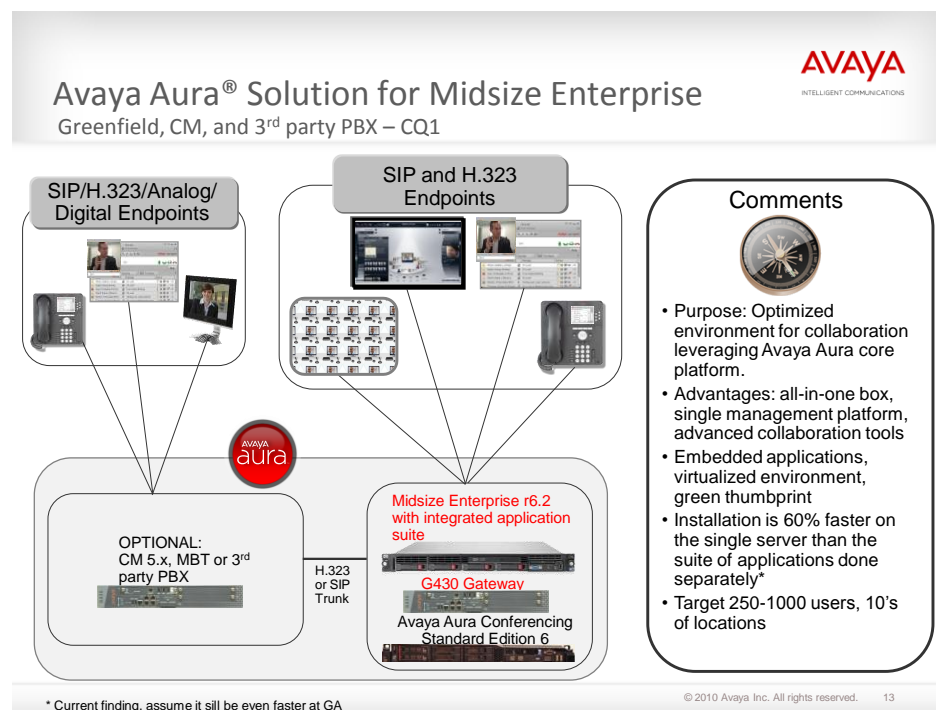
Avaya Aura System Platform 6.2

System Platform enables simplified deployment and management of Avaya products and solutions. It provides a framework that leverages virtualization technology, common installation, licensing, and support infrastructure. This technology also offers a comprehensive set of applications designed to simplify system administration, provisioning, and network management, including fault and performance management. It helps enterprises to manage thousands of branch locations centrally and to improve network uptime.

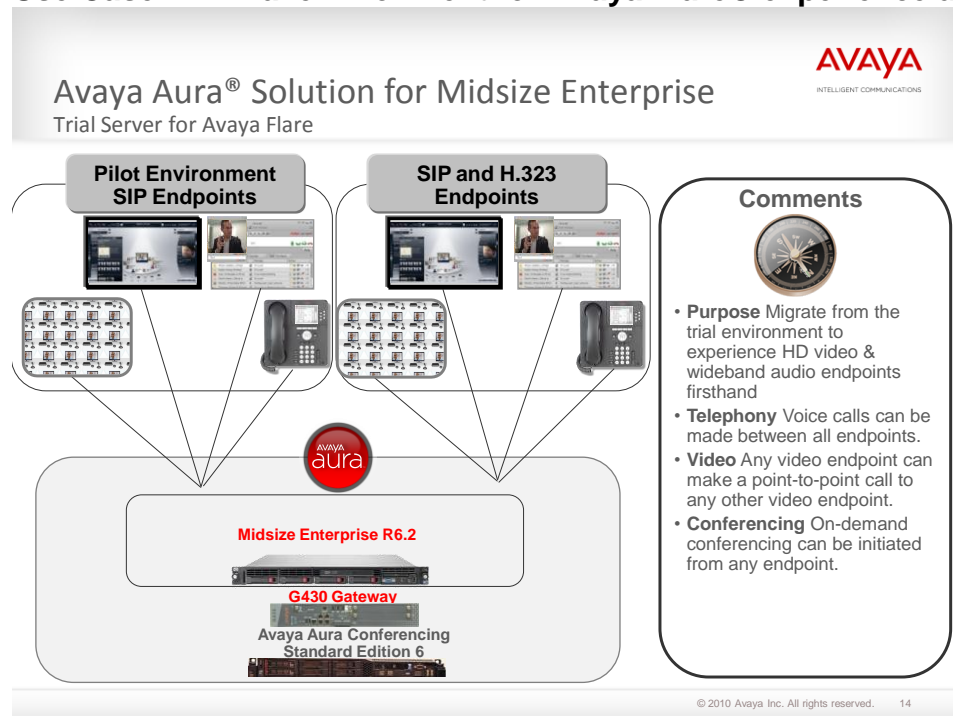
2.2. Customer Use Cases

Avaya Aura Solution for Midsize Enterprise supports several key customer deployment scenarios (use cases).

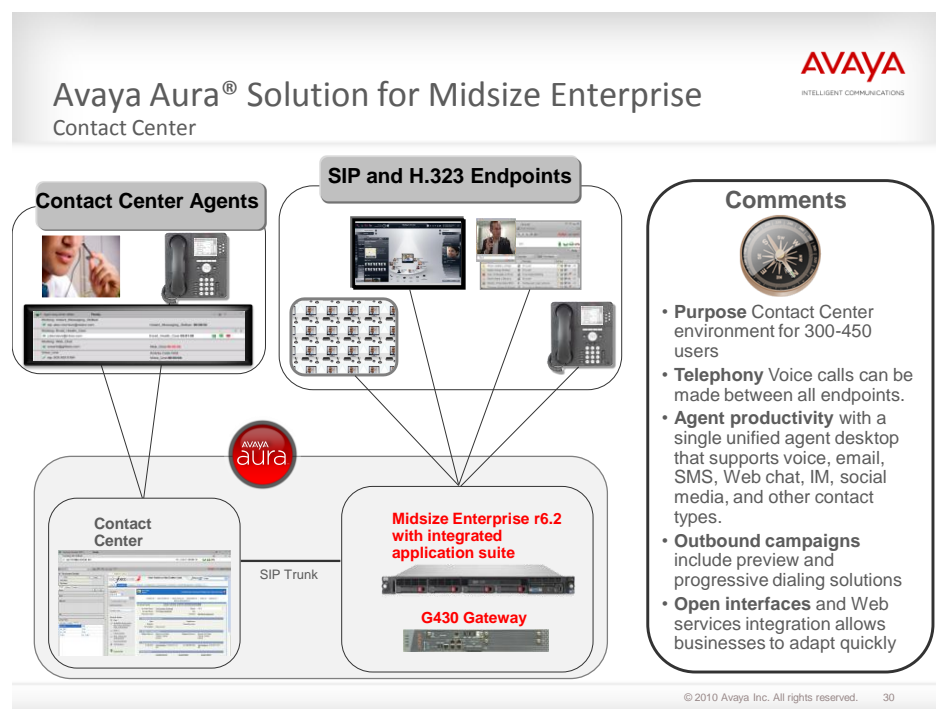
Use Case #1: Standalone enterprise communication system for 250 - 2400 users



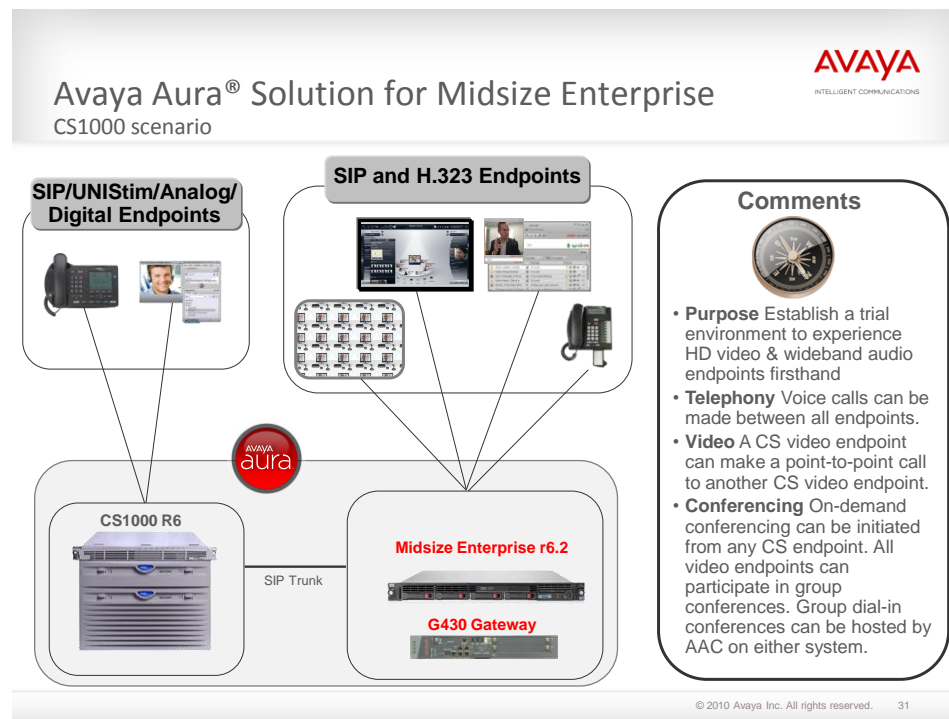
Use Case #2: Trial environment for Avaya Flare® experience and desktop video



Use Case #3: Medium call centers when used with Avaya Aura Contact Center



Use Case #4: Gradual migration of CS1000 customers to Avaya Aura



Use Case #5: Migration from current ME / Midsize Business Template 5.2.1

Upgrades from existing ME 5.2.1 customers are fully supported. Licenses and customer translations, settings, and other specific data are brought forward.

Note: The MBT 5.2.1 S8800 server will not run ME 6.2 and must be replaced with the HP DLG360 version designed for ME 6.2.

Note: There is no Media Services (software media gateway) included with ME 6.2. A G430 or G450 must be added to the solution.

Note: The maximum user capacity of ME 6.2 is 1000 users, less than the 2400 user limit of MBT 5.2.1. Customers exceeding 1000 users on MBT have two choices if an upgrade is needed:

- 1) Wait until a future version of ME when the capacity is expected to increase; or
- 2) Upgrade to Avaya Aura 6.2 and re-deploy the licenses on separate servers.

2.3. Management

Management of ME is provided using two application interfaces:

Avaya Aura System Manager

Avaya System Manager provides a single management system to complement the administration of the Session Manager features. Users of CM in the core as well as CM users at the “edge” of the network can be managed from the same management system used to create worldwide routing and dial plans for the enterprise.

Avaya Aura System Platform Installation Wizard

This tool primarily is used to streamline and simplify installation of the software, but is also used to manage certain server-level characteristics such as IP addresses and virtual machines.

2.4. Installation

New Midsize Enterprise Servers are delivered with the latest revision of ME software. This software is loaded and staged at an Avaya Certified Distributor.

In summary, installation of ME proceeds in three steps:

- Server installation (pre-staged at distributor for new system)
- System Platform installation (pre-staged at distributor for new system)
- Midsize Enterprise template installation (software loaded, but not configured at distributor for new system)

System Platform provides considerable time savings during installation. What typically can be several days of installation and configuration is reduced to several hours.

Full details on the installation process can be found in the ME Implementation and Configuration training and documentation referenced in this document.

An outline of the install steps required is provided here to get a feel of the relatively simple install involved:

- Use the Midsize Enterprise Intelligent Workbook to collect customer data
 - Can be done prior to the installation
- Run Standalone Pre-Installation Wizard
- Rack mount server
- Insert System Platform DVD (Optional step if not pre-staged at distributor)
 - Configure basic IP settings, Reboot
- Log into System Platform Web Console
 - Configure Secure Access Link (SAL) for remote access
 - Select Midsize_Ent Template from PLDS, DVDs, or USB stick
 - ME Installation Wizard runs, applications and virtual machines installed

- Apply application patches and Install Auth File, Licensing
- Advanced configuration of applications
 - Additional configuration and advanced application administration are made
- Plug in IP phones, configure gateways, etc.

2.5. What is New in ME 6.2

The following changes and additions have been made to Avaya Aura Solution for Midsize Enterprise (ME).

2.5.1. Incorporation of Avaya Aura 6.2 Template

ME 6.2 incorporates all the feature additions developed for the Avaya Aura 6.2 applications that are available with the ME. Please refer to the Avaya Aura documentation for further information regarding these features.

2.5.2. Increased End User and Call Center Agent Capacities

ME 6.2 introduces an increase in end user capacity to 2400 (from 1000 in ME 6.1 and previous releases). Call Center Agent capacity has been increased to 1000 (from 400).

The current server (HP ProLiant DL360 G7) supports these capacity increases. Extra costs are limited to purchasing end user licenses. There are no additional system level costs. No additional material codes (beyond additional licenses) are required to enable this capability.

2.5.3. SBC Removed from the ME Template

In ME 6.1, an SBC offering was available via Controlled Introduction (CI), of which there was limited deployment. Since ME 6.1 launched, Avaya acquired Sipera, which indicated a change in strategic direction in the SBC offering. In November of 2011, Avaya announced the previous SBC offering was no longer available on the Midsize Enterprise Solution (ME).

ME 6.2 also does not offer integrated SBC services, however the product does interoperate with the current SBC offerings: SBC For Enterprise (SBC/E) and SBC Advanced for Enterprise (SBC/AE). The addition of SBC services or other application is under consideration for future releases of ME.

2.5.4. High Availability

A High Availability (HA) option is available for ME6.2. The HA offering protects against hardware failures on the Primary Server. Two servers are required and must be configured in an active-passive mode. Failures on the Primary Server are auto-detected and auto-recovered by initiating a boot of the ME template on the Failover Server.

This option requires a second server and a High Availability license. The Primary and Failover servers are connected via an Ethernet (1000Base-T) crossover cable. The distance limitation between the 2 servers is 100 meters and is governed by the Ethernet standard for the length of this cable.

When connected and configured for High Availability, the Primary Server will replicate its configuration and data onto the failover server. The Primary Server will monitor several operational parameters and ensure these are within acceptable thresholds. If unacceptable levels are detected, the Failover Server will boot the ME template and initiate operation of services.

A heartbeat will be generated between the two servers. If the Failover Server fails to detect the heartbeat of the Primary Server, it will boot the ME template and initiate operation of services.

2.6. Capacities

Although the applications on ME have the same features and functions as if they were deployed on separate servers, in many cases the capacities are lower. Here is a summary of the most important defining capacities. A complete table of all capacities can be found at support.avaya.com.

Maximum Scale	Avaya Aura® for Midsize Enterprise R5.2.1 (MBT)	Avaya Aura® Solution for Midsize Enterprise (ME) 6.1	Avaya Aura® Solution for Midsize Enterprise (ME) 6.2
SIP Stations	250 - 2400	250 - 1000	250 -2400
H.323 Stations	250 - 2400	250 – 1000	250 -2400
CMM Mailboxes	2400	1000	2400
Video capable stations	2400 H.323	100 SIP station-to-station calls	2400 SIP station-to-station calls
CC Agents	1000	400	1000
Mobile users	2400	250 – 1000	250-2400

2.7. Limitations

The Avaya Aura Survivable Core (a.k.a. ESS) is not supported with ME.

Session Manager (SM) Active-Active configurations are not supported.

Configurations that include external servers for Application Enablement Server (AES) or System Manager (SMGR) are not supported.

2.8. Virtualization Structure

The Avaya Aura System Platform support for the ME applications is shown in the following table. Also shown is a comparison with other Avaya Aura offers:

	Duplex CM Main / Survivable Core	Simplex CM Main / Survivable Core	Simplex Survivable Remote	Embedded Survivable Remote	Embedded CM Main	Collaboration Server 6.1	Midsize Enterprise 6.2
Dom 0	Hypervisor	Hypervisor	Hypervisor	Hypervisor	Hypervisor	Hypervisor	Hypervisor
Dom 1	CDOM	CDOM	CDOM	CDOM	CDOM	CDOM	CDOM
Dom 2							Services Domain (SAL)
Dom 3	CM 6.2	CM Utility 6.2	CM Utility 6.2	CM Utility 6.2	CM Utility 6.2	CM Utility 6.1	CM Utility 6.2
Dom 4		CM/ CMM 6.2	CM 6.2	CM 6.2	CM/ CMM 6.2	CM 6.1	CM/ CMM 6.2
Dom 5			Branch Survivable Session Manager 6.2	Branch Survivable Session Manager 6.2		Session Manager 6.1	Session Manager 6.2
Dom 6						System Manager 6.1	System Manager 6.2
Dom 7						Presence Services 6.1	Presence Services 6.1
Dom 8							AES 6.1.2
HA	NA	NA	NA	NA	NA	NA	Yes

Avaya Aura® Solution for Midsize Enterprise 6.2 Offer Definition

HW	2 - S8800 Dell/ HP System Platform 6.2	S8510 w/ 8G or S8800 Dell/ HP System Platform 6.2	S8510 w/ 8G or S8800 Dell/ HP System Platform 6.2	S8300D System Platform 6.2	S8300D System Platform 6.2	S8800 and HP System Platform 6.0.1	HP System Platform 6.2
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3. OFFER DESCRIPTION

NOTE: All pricing contained herein are Global and APM List Prices.

NOTE: All pricing contained within, while accurate at the time of publication, should be considered as unofficial; Readers are directed to verify the accuracy of all prices cited by accessing SAP or ASD.

The components of the offer are:

- Core Avaya Aura applications (as detailed above)
- HP DL360 G7 server
- Avaya Aura software licensing
- Avaya Global Services maintenance

3.1. Engagement Model

ME 6.2 is an implementation option for the Avaya Aura 6.2 software offer. As such, the engagement model for ME 6.2 is essentially the same.

3.2. Pricing and Material Codes

Avaya Aura Solution for Midsize Enterprise 6.2 is an implementation of Avaya Aura software and, as such, it uses the same pricing, license structure, and material codes as Avaya Aura 6.2. Full details of the Avaya Aura 6.2 offer are on the Portal at <https://enterpriseportal.avaya.com/ptlWeb/gs/products/P0540>

To avoid errors and possible confusion that ME 6.2 is a new license offer (it's not), the list of Avaya Aura 6.2 material codes is not duplicated here. Please refer to the above link to access the Avaya Aura 6.2 product definition which contains full details. All the material codes and pricing for new, upgrade, and migration licenses are also used for the ME 6.2 offer.

For high-level reference, however, the following table is a summary of the Avaya Aura license structure:

	Avaya Aura® Standard Edition	Avaya Aura® Enterprise Edition
Avaya Aura		
Avaya Aura Communication Manager 6.2	✓	✓
Avaya Aura Session Manager 6.2	X	✓
Avaya Aura System Manager 6.2	✓	✓
Avaya Aura System Platform 6.2	✓	✓
Avaya Aura Application Enablement Services 6.1	✓	✓
Avaya Aura Presence Services 6.1	✓	✓
Avaya Aura Applications		
Avaya Aura Session Border Controller	X	X
Avaya Aura Conferencing	X	✓ (50 users)
Avaya Aura Messaging	X	X
Avaya one-X – UC All Inclusive	X	✓

✓ Included X Available for Fee

SAP Material Codes specific to ME 6.2

SAP CODE	DESCRIPTION	MPG	Global List Price
Software Media DVDs			
700501982	AVAYA AURATM MIDSIZE ENT SOL 6.2 DVD	A1	\$50
700504042	AVAYA AURATM SYSTEM PLATFORM 6.2 DVD	A1	\$50
Server			
263762	DL360G7 SRVR 2CPU HI1 MES/COL	IG	\$22,000
High Availability (HA) Option			
225147	AVAYA AURATM R6 SYS PLTFM HIGH AVAIL	A1	\$2500

Supported Servers

The following server is supported by ME:

	HP DL360G7
SAP Material Code	263762
Rack Size	1U
CPUs	2
Cores per CPU	6
Memory, RAM	48GB
Hard Drives	300 GB * 4 = ~820GB useable
RAID Level	5
Power Supply	2
NICs available	8: MB 4 port + (two) PCI 2 port

3.3 Implementation Services

Avaya Professional Services provides multiple tiers of support for ME 6.2. Most customers will utilize the existing Standard, Basic, and All inclusive offers.

- Basic = Avaya performs basic software installation/configuration only for all applications in the ME template. The customer or Partner will perform hardware installation and project management, but Avaya assigns a Remote Project Scheduler as the single point of contact.
- Standard = Avaya will perform hardware installation and basic software installation / configuration for all applications in the ME template. The customer or Partner will perform project management, but Avaya assigns a Remote Project Scheduler as the single point of contact.
- All Inclusive = Avaya performs hardware install, basic software installation / configuration, and project management for all applications in the ME template.

	Custom Configuration: No Environment Implementation Bundle		
APS Service Bundles	BASIC	STANDARD	ALL INCLUSIVE
Services and Deliverables	Software Work	Software Work + Hardware Installation	Software Work + Hardware Installation + PM
Project Management			

Remote Project Management	optional		Included
On Site Project Management	optional		Optional
Remote Project Scheduler	included	Included	
Planning and Design Stage			
Data Gathering	Included	Included	Included
Aura Session Manager Design for Video Integration			
Session Manager Design Packages: Long Distance or Trunk Savings, Routing Simplicity, etc...	optional	optional	Optional
Installation Stage			
Hardware Installation		Included	Included

3.4 Availability

Avaya Aura Solution for Midsize Enterprise is available via Controlled Introduction as of April 2, 2012, with availability to the United States, Canada, as well as other countries worldwide where Avaya Aura Communication Manager is currently sold. General Availability is targeted

Both CI and GA will support the following customer use cases (fully described above):

Use Case #1: Standalone enterprise communication system for 250 - 2400 users
Use Case #2: Trial environment for Avaya Flare® experience and desktop video, including upgrades from existing Collaboration Server 6.1 systems

North America April 2, 2012	EMEA April 2, 2012	APAC / Japan April 2, 2012	Americas International April 2, 2012
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This GA will support the remaining customer use cases (fully described above):

Use Case #3: Medium call centers when used with Avaya Aura Contact Center
Use Case #4: Gradual migration of CS1000 customers to Avaya Aura
Use Case #5: Upgrade from current Midsize Business Template 5.2.1

3.5 Ordering Process with ASD

Product Quotations are via ASD and the EC tool. Maintenance Quotations are Included with product quotation. APS Implementation Quotations are requested via ORS.

The design of ME begins in ASD with choosing the “CM6 Midsize Ent. Solution” on the “Platform Screen”, as shown below.

Communication Manager - New System

System > Platform

System Options

Default Summary - 1
Default Summary - 2
Default Summary - 3
Platform
Session Mgr/SBC
Software
Call Center
Contact Center - AACC - 1
Contact Center - AACC - 2
AE Services/CTI
Support Advtg - 1
Support Advtg - 2
Options - 1
Options - 2
Advanced
Passwords

Location Tools

Create New Location
Manage Locations

Platform

COMPETITIVE DESIGN Select the Communication Manager server based on number of endpoints. User Defined

SERVER Select the Communication Manager server that best meets the customer's needs. CM6 Midsize Ent. Solution

SERVER CONFIGURATION Select the server configuration required. Evolution Server

LINUX SERVER Enter the desired server. DL360G7 Simplex

EMEA STAGING Select the level of staging required for the system. N/A

SES CO-RESIDENT Select the type of SES Server license required for S8300 Co-Resident SES. N/A

CM MESSAGING How many mailboxes will be administered for the Messaging application on the system server? 0

MESSAGING TRUNKS How many IP Trunks will be administered for the Messaging application on the system server? This number will be included in the IP Trunk Port request for this design. 0

TAA Is TAA (GSA) compliant product required for this customer? No

LOCATIONS How many locations will be served by this system? 1

DEFAULT DATA SWITCHES PROVISIONING How are data switches to be provisioned? Avaya Provided

Back Next Reset

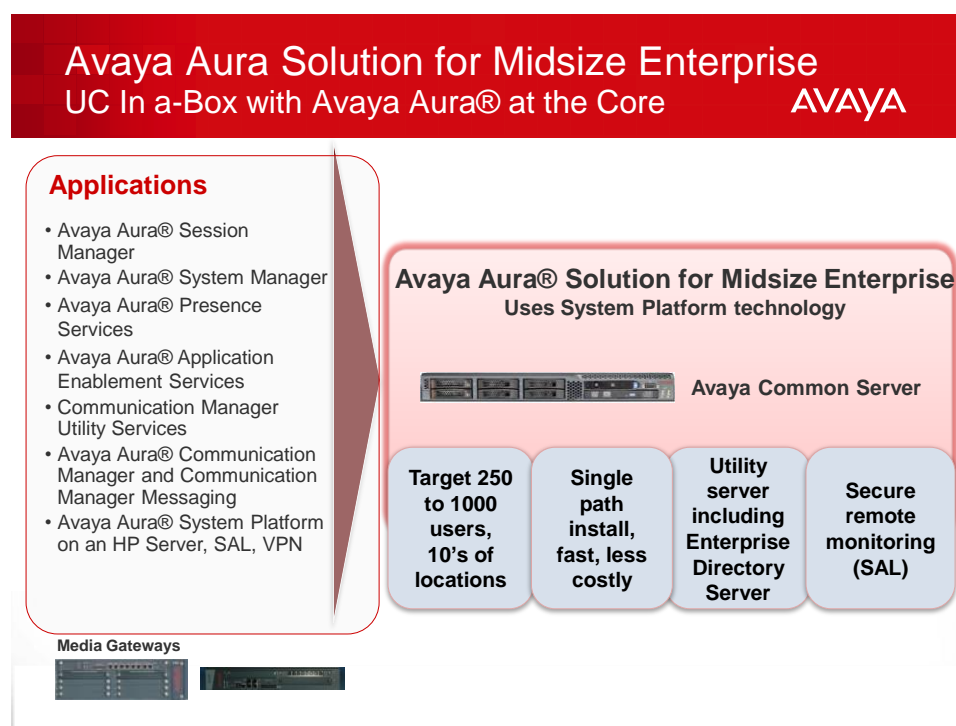
Exit & Retain Cancel & Discard

3.6 Playbook Recommendations

There are five use cases supported within the phased release of this product. These have been described in earlier sections of this document.

The recommendation is to focus on use cases that pertain to your geography and the customer types that you have. Avaya Aura Solution for Midsize Enterprise focused on the 250-2400 user segment with up to 250 locations. It provides a consolidated platform for unified communication and advanced collaboration such as video. You can sell the base platform, or recommend applications that expand the usage. It can also be use to held customer evolved to Avaya Aura when used as a front-end to a PBX to demonstrate SIP-based applications.

Similar diagrams can be found in the customer presentation.



**Adding Advanced Collaboration:
Optional Applications**

AVAYA

**AVAYA
aura®**

Solution For
Midsize
Enterprise



**Basic System
Configuration**

**UC
All Inclusive**

**Avaya Aura®
Messaging**

**Avaya Aura®
Conferencing**

**Avaya Aura®
Contact Center**

**Third Party
Applications**

**Avaya Video
Conferencing
Solution**

**Avaya ACE™**

**Avaya Flare®
Experience**

**Expand With
Applications**

**G430/450 Gateways**

**Avaya B5800**

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4. SERVICEABILITY

4.1. Secure Access Link (SAL)

Avaya uses an architecture which significantly changes and improves the local and remote access methods used to support ME 6.2. SAL uses IP connectivity for access and modems are not supported. Customers have complete control of when and how Avaya, or any other service provider, can access customer equipment. SAL is the exclusive remote support tool for Avaya Global Support Services. SAL must be registered, configured and made to be operational during installation in order to receive support from Avaya. System Platform comes pre-installed with key SAL components necessary for remote customer support.

Important Notes for SAL on System Platform:

- Avaya Partners and customers must ensure that SAL is configured and Avaya registered during installation (please refer to ME Installation documentation for registration instructions.)
- SAL runs in the Services Domain, which requires an IP address and runs in a Virtual Machine.
- Avaya support will be delayed or not possible if SAL is not operational or improperly implemented.
- System Platform and SAL do not support modem connections.
- SAL Gateways require upload bandwidth (customer to Avaya/Partner) of a least 90KB/s (720 Kb/s) with latency no greater than 150 ms (round trip.)

- Avaya Partners without a SAL Concentrator must provide their own B2B VPN connection (or other IP-based connectivity) to deliver remote services.
- There is a plan to offer a hosted version of the SAL capability for partners that do not choose to invest in their own SAL concentrator capability.

Full details on SAL may be found on <http://www.avaya.com/support/>

4.2. Software Support and Hardware Maintenance

Software maintenance is available in two offers: **Software Support plus Upgrades (SS+U)** and **Software Support (SS)**. Both give customers 24x7 remote technical support for major problems, as well as easy access to all **minor releases**, extensive on-line tools and service packs. Software Support plus Upgrades provides the same entitlements as Software Support, as well as, access to **major releases** as they become available. For customers who want to keep their applications on the cutting edge, Software Support plus Upgrades ensures immediate access to major releases while also delivering locked-in TCO savings.

Software Support plus Upgrades and Software Support will begin billing on Day 1 for all applications and for all channels. Time & Material will no longer be available for software support.

For hardware, there are three simplified offers: **Remote Hardware Maintenance**, **Remote Hardware Maintenance with Advance Parts Replacement**, and **On-Site Hardware Maintenance** with a choice of 8x5 or 24x7 Coverage. All offers include Expert SystemsSM diagnostics and 24x7 remote technical support. The Advance Parts and On-Site offers also include equipment replacement. Customers requiring fully comprehensive monitoring will want to combine SS+U with any of the Hardware Maintenance offers.

Additional information on Software Support and Hardware Maintenance is available at www.avaya.com under Services → Product & IP Support → Product Support → Offering → Software Support and Hardware Maintenance.

4.3. Service Entitlements for All Customers

Web site-based self-help support is available to customers on a 7x24 basis at URL <http://www.avaya.com/support/>

Web site support includes:

- Frequently Asked Questions (FAQs) and trouble isolation procedures related to Avaya IP products
- Technical Articles and white papers
- Downloadable firmware upgrades, when applicable

- User Guide information
- Product Documentation
- Product Training

Customers will be asked via the web tools to consult with their other vendors before creating an on-line service request (e-ticket) or before calling Avaya when interoperability issues are suspected.

Support beyond the web site's self-help information can be obtained via an on-line service request (e-ticket) or phone call requests. Non-service agreement customers will be billed at the Remote Help Desk at prevailing Time and Materials rates. Customers will be required to provide their credit card number or Avaya account number prior to services being rendered.

Refer to the warranty contract for the complete terms, conditions, and limitations.

4.4. Warranty

Software Warranty

Avaya provides a 90-day limited warranty on ME 6.2 software. Detailed terms and conditions are contained in the sales agreement or other applicable documentation and establish the terms of the limited warranty.

In addition, Avaya's standard warranty description and details for support under warranty are available at the Avaya Support Center under "Additional Information for Avaya US Warranty Policy".



USWarranty_Policy_
011603.pdf

Hardware Warranty

Avaya provides a 1-year limited warranty on ME 6.2 server hardware and a 90-day limited warranty on the software. Refer to the sales agreement or other applicable documentation to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as details regarding support, while under warranty, is available through the web site: <http://www.avaya.com/support/> or on the Enterprise Portal at <https://enterpriseportal.avaya.com/ptlWeb/getfile?docID=MzkyNzg3MQ==>.

Post Warranty Support

Customers may purchase post-warranty software support after the expiration of the initial warranty. The customer may purchase support coverage in increments of one (1) year with auto-renew upon renewal, with a maximum contract term of 4 years, limited to 3 years after the product's "last order date." Full Coverage includes 8-5 and 24x7

coverage in which technician dispatch and Tiers of Support are included. Applicable uplifts and downlifts are used to determine the appropriate maintenance price for the offer the customer chooses. These uplifts/downlifts are used against the default reference rate of 8-5 Full Coverage. If the customer chooses **not** to subscribe to post warranty hardware maintenance, then Avaya bills customers for support on a time and materials basis. Outside the U.S., terms and conditions are determined locally. See <http://portal.avaya.com/ptlWeb/services/SV0452> for more details on Software Support and Hardware Maintenance.

Whether maintenance is priced via the Utility-based pricing method, or via the maintenance simplification methodology, the following coverage option specifics apply.

Table 1: Maintenance Service Agreement Coverage

Offer	Avaya Maintenance Service Agreement Coverage
Full Coverage 8-5, local time:	Full coverage 8-5 includes: <ul style="list-style-type: none">• Remote Support (<i>includes Expert Systems remote fault monitoring on products that support that capability</i>)• On-site Parts Replacement• On-Site Support
Full Coverage 7x24:	Includes all entitlements of the standard offer, except on a 7x24x365 basis, including Avaya holidays

Other Countries

Same as United States, subject to locations where Avaya service is offered. Warranty on parts is available worldwide, but servicing terms and conditions may vary where Avaya direct service is not available.

4.5. Product Correction Notices (PCNs)

Product Correction Notices (PCNs) are issued when a product's functionally deviates in any material respect from product documentation that Avaya generally makes available to users of its products. Deviations normally affect multiple customers and fall into three different severity levels; class 1 being the most severe through class 3 representing corrections for minor issues. Severity levels are used to determine appropriate notification action and to guide service providers, resellers and customers on appropriate implementation actions. Customers, distributors, and dealers will receive proactive notification for Class 1-2 by registering on the Customer Support web site and subscribing to PCNs. Class 1-2 notices will also be available to view on the Customer Support web site. Partners and Avaya associates will continue to be able to view additional pertinent PCN information on their respective Partner and Avaya associate web sites.

The standard PCN process applies for this product in that PCNs relative to the Midsize Enterprise template will be posted on the Support site, as such. Since ME is a collection of integrated applications, a PCN for an individual application may or may not apply to this template.

The text of each PCN will advise whether it is customer installable or not. Customer installable Product Correction Updates are the responsibility of Customer. Upon Customer's request, Avaya will perform the installation at Avaya's then current Per Incident Maintenance rates. Remote help line support is available during Standard Business Hours. Full Maintenance Coverage 24x7 includes remote help line support outside of Standard Business Hours for Customer installable Product Correction Updates that have been deemed by Avaya as Major Failures. All other support outside of Standard Business Hours is billable at Avaya's then current Per Incident Maintenance rates. Full Maintenance Coverage includes installation for remote and technician installable Product Correction Updates at no charge during Standard Business Hours. Full Maintenance Coverage 24x7 also includes support outside of Standard Business Hours for remote and technician installable PCNs that have been deemed by Avaya as Major Failures. All other support outside of Standard Business Hours is billable at Avaya's then current Per Incident Maintenance rates, unless specifically provided for in the PCN.

Additional details about PCN entitlements can be found in the Service Agreement Supplement, located at <https://portal.avaya.com/ptlWeb/bp/services/SV0090/AllCollateral>.

For a list of active PCNs, go to the Avaya Support Center (<http://www.avaya.com/support/>) and search under **Additional Information for Product Correction Notices**.

4.6. Product Support Notices (PSNs)

Product Support Notices which replace Service Alerts are issued by Tier 4 Engineers and/or Product Managers to notify the field of technical workarounds, process information, or document corrections/clarifications in addition to software/firmware updates and hardware replacements.

For a list of issued PSNs, go to the Avaya Support Center (<http://avaya.com/support>) and search under **Additional Information for Product Support Notices**.

4.7. Remote Configuration Helpline

During the applicable warranty period, Avaya provides helpline support to customers in the United States and Canada as well as those in Caribbean, Latin America, and Asia Pacific. Support can be extended via a Service agreement. Support includes answering any general usability questions regarding software or products and providing advice to help the customer achieve a working solution. This includes directing customers to sections of the documentation that may answer their question(s), clarifying the documentation, or recommending possible training courses. The Remote Configuration Helpline's assistance does not include help with design or customer LAN issues.

Customer specific programming, administration, and training support can be provided to the customer at Time and Material rates.

Customers may call one of the phone numbers that follows, 7x24:

United States and Canada +1-800-225-7585

Caribbean, Latin America, Asia Pacific +1-720-44-GLOBE (45623)

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4.8. Avaya Manufacturer Support Policy

This is a manufacturer's schedule of the product line support and does NOT imply end of service support dates. Please review the Avaya Manufacturer Support policy on <http://www.avaya.com/support/> to determine what is covered under this policy.

5. DOCUMENTATION

5.1. Release Notes

Release Notes are available at the Avaya support center at <http://support.avaya.com>. Also see [Product Support Notices](#) (PSNs).

5.2. User and System Documentation

In support of the Avaya-wide Go Green initiative, Avaya no longer provides paper and CD documentation. Avaya online documentation is freely downloadable from Avaya Support at <http://www.avaya.com/support>.

Click on ***Find Documentation and Downloads by Product Name.***

Documentation	Location
Administration & System Programming	Admin
Installation & Maintenance	Install
System Overview	Overview
Brochures	Brochure
Product Presentations	Product

6. TRAINING

The following ME 6.2 training is available from the Avaya University website.

Course Title/ Description	Modality	Duration	Functional Area
ASC1050OEN - <i>Midsize Solution 6.x – What Sales needs to know to have the first conversation</i>	Knowledge Session	0.5	Sell
ASC1050AEN - <i>Midsize Solution 6.x – What Sales needs to know to have the first conversation Assessment</i>	Knowledge Session Assessment	0.1	Sell
ASC1051OEN - <i>Midsize Solution 6.x – What Sales needs to know to continue the conversation</i>	Knowledge Session	0.5	Sell
ASC1051AEN - <i>Midsize Solution 6.x – What Sales needs to know to continue the conversation Assessment</i>	Knowledge Session Assessment	0.1	Sell
Design to Win ATA01750VEN	vILT	3 days	Design
ME Implementation and Configuration 4U00051V	vILT/ virtual Lab	1 day	Design Implement Administer Maintain
Implementation Assessment	VILT / virtual Lab	0.1	Design Implement Administer Maintain - assessment

APPENDIX A: GLOSSARY OF TERMS AND ACRONYMS

Term	Definition
ASD	Avaya Solution Designer
PLDS	Product Licensing and Distribution System – the Avaya website tools used to download licensing and software for Avaya products.
SAL	Secure Access Link
Services Domain	A Virtual Machine that runs SAL (Secure Access Link)
SAP	This isn't an acronym, but rather the name of the company that sold an ordering and tracking system to Avaya.
RCH	AGS Remote Configuration Helpline

APPENDIX B: STANDARDS SUPPORTED

See the Avaya Aura 6.2 product definition at

<https://enterpriseportal.avaya.com/ptlWeb/getfile?docID=MTAwMTIxMjE4>

or

<https://portal.avaya.com/ptlWeb/getfile?docID=MTAwMTIxMjE4>

APPENDIX C: CALLING SCENARIO AND INTEROPERABILITY DETAILS

The Avaya Aura Solution for Midsize Enterprise 6.2 supports essentially all the call scenarios and interoperability that the individual applications do when deployed on separate servers. However, given the current interest in the new Avaya Flare® Experience and the new desktop video conferencing devices, the following table provides additional detail on what is supported when ME 6.2 is connected to another Avaya system. This is particularly relevant to customers using ME 6.2 to trial these new endpoints.

<i>* Common Dial Plan Throughout * Audio Supported Across All Devices *</i>								
Calls From				Calls To				
Platform	Endpoints			Platform	Endpoints			
	Product line	Type of Communication	Device Protocol		Product line	Type of Communication	Device Protocol	Availability
Midsize Enterprise 6.2	1000 Series Flare ADVD one-X® Communicator 96xx	Video Audio/Video Audio/Video Audio	SIP SIP SIP SIP	CM 5.2.1	Polycom one-X® Communicator 96xx Analog, Digital	Video Audio/Video Audio Audio	H.323 H.323 H.323/SIP TDM	Audio Available 4/2/2012 Video TBD
Midsize Enterprise 6.2	1000 Series Flare ADVD one-X® Communicator 96xx	Video Audio/Video Audio/Video Audio	SIP SIP SIP SIP	CS1000 R6	11xx 12xx UNISTim M3900 IPSP 3456	Audio Audio Audio Audio Audio/Video	H.323 H.323 UNISTim IP TDM SIP	Audio Available 4/2/2012 Video TBD
Midsize Enterprise 6.2	1000 Series Flare ADVD one-X® Communicator 96xx	Video Audio/Video Audio/Video Audio	SIP SIP SIP SIP	CM 6.2	Polycom 1000 Series Flare ADVD one-X® Communicator 96x1 Analog, Digital	Video Video Audio/Video Audio/Video Audio Audio	SIP SIP SIP H.323/SIP H.323/SIP TDM	Audio Available 4/2/2012 Video TBD
Midsize Enterprise 6.2	1000 Series Flare ADVD one-X® Communicator 96xx	Video Audio/Video Audio/Video Audio	SIP SIP SIP SIP	CM 4.0.5 CM 3.1.5	one-X® Communicator 96x1 Analog, Digital	Audio/Video Audio Audio	H.323/SIP H.323/SIP TDM	Audio Available 4/2/2012 Video TBD
Midsize Enterprise 6.2	1000 Series Flare ADVD one-X® Communicator 96xx	Video Audio/Video Audio/Video Audio	SIP SIP SIP SIP	CS1000 R7	11xx 12xx UNISTim M3900 IPSP 3456	Audio Audio Audio Audio Audio/Video	H.323 H.323 UNISTim IP TDM IP	Audio Available 4/2/2012 Video TBD
Midsize Enterprise 6.2	1000 Series Flare ADVD one-X® Communicator 96xx	Video Audio/Video Audio/Video Audio	SIP SIP SIP SIP	CS1000 R7.5	11xx 12xx UNISTim M3900 one-X® Communicator	Audio Audio Audio Audio Audio/Video	H.323 H.323 UNISTim IP TDM IP	Audio Available 4/2/2012 Video TBD

APPENDIX D: Contact Information

NOTE: If you have questions regarding the Avaya Aura Solution, **please contact ATAC at +1-888-297-4700 or +1-720-444-7700** (Hours of operation: 9 am EST – 8 pm EST) **before contacting the responsible Product Manager(s) below.**

For PLDS and other related licensing issues, please contact the **PLDS help Desk at +1-866-282-9248**. Alternative phone numbers for support may be found at [PLDS 24/7 Emergency Support](#). Product Managers cannot give direct support on these issues.

Product Management Contacts

Product	Contact	Email
Avaya Aura™		
Avaya Aura® Solution for Midsize Enterprise	David A. Dubois	dadubois@avaya.com
Avaya Aura®	Donna Logan	dmlogan@avaya.com

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